

## ABSTRACT

The present invention relates to the reservation (or holding back or restricting) of agents with respect to work requiring particular agent skills. In particular, the present invention allows a limited number of agents to be reserved based on agent occupancy or  
5 on a number of agent skills. A process implementing the present invention may be performed in real-time, such that a determination as to whether an agent should be reserved with respect to a particular agent skill or queue is determined as agents complete assigned work items and become available to do other work.